



DIVISION OF DEVELOPMENTAL DISABILITIES

## OIFA Member Update - October 2022

### Take Care on Halloween

Halloween is a holiday that many people love. Wearing a costume and trick or treating can be a lot of fun. Having a plan and being safe are important to enjoying the holiday.



#### Candy

Eating candy and other sweets can be bad for your teeth and overall health as well.

- Avoid hard and sticky candies as they can cause damage to your teeth including cavities.
- Eating too much candy can upset your stomach or raise your blood sugar and blood pressure.
- Remember to brush and floss your teeth after eating sugary snacks.
- Some sugar free candies taste just as good as the regular kind. They can actually prevent cavities by increasing saliva which protects your teeth.
- It is best to eat candy right after a meal rather than throughout the day.
- Do not forget, November 1 is National Brush Day!

Source: American Dental Association - [mouthhealthy.org](http://mouthhealthy.org)

#### Safety

Choose your costume with care:

- Wear reflective tape or bright colors so cars and other people can see you.
- Do not wear a mask that keeps you from seeing properly.
- Test any makeup on a small part of your skin first to make sure it will not irritate you.

Trick or treating:

- Always trick-or-treat with an adult or friends you trust.
- Plan your route so your parents and friends know where you are going.
- Return home at an agreed upon time.

- Never go into a stranger's house or car.
- Do not eat any candy until you get home and can inspect it for safety.
- Bring a flashlight to light your way.
- Walk on the sidewalk and look both ways for traffic before crossing a street.

## **AHCCCS Electronic Visit Verification (EVV)**

Electronic Visit Verification (EVV) tracks and monitors timely service delivery and access to care for members. EVV applies to all providers of these services, including paid family direct care workers. EVV is a federal requirement and is a mandatory program. All individuals who receive services from AHCCCS must participate.

The DDD services impacted are:

- Attendant Care
- Homemaker/Housekeeping
- Habilitation Hourly
- Home Health (Nursing)
- Respite

Qualified Vendors will help members set up their weekly schedule in EVV. A schedule helps DDD know if members are usually getting the services the way they discussed with their planning team. It is ok if some visits start or end at times a little bit different from the weekly schedule as long as the reasons for this are recorded. Members with live-in caregivers have flexibility to develop a schedule or not.

Read [AHCCCS Frequently Asked Questions for scheduling](#) for more details. Members and families should contact their Qualified Vendor Agency if they have questions about their agency's EVV system. AHCCCS has [information about EVV](#) on its website. Members, guardians, and Direct Support Professionals (DSP) should all be using EVV now.

## **Preventing Member Abuse, Neglect and Exploitation Training**

The Division of Developmental Disabilities' mission is to empower individuals with developmental disabilities to lead self-directed, healthy, and meaningful lives. Part of this is ensuring members know how to keep themselves safe and healthy. Division policy requires certain Qualified Vendors to offer training to interested members regarding the prevention of abuse, neglect and exploitation. All members living in licensed residential settings or attending day services are eligible to take this training annually. Interested members should talk to their Qualified Vendor about taking the training.

## **Arizona House Bill 2113**

On March 30, 2022, Governor Ducey signed House Bill 2113 into law. This law adds Down Syndrome as a qualifying diagnosis for DDD eligibility. The DDD website, forms, policies, and other documents are being updated to reflect this change. Individuals must also have functional limitations in at least 3 of 7 daily life skills to be eligible. More information about eligibility is available on the [DDD website](#).

## Planning Meetings

The person-centered service planning process focuses on what is best for the member. Virtual person-centered service plan meetings continue to be optional for members and families who prefer not to meet in person. Members eligible for the Arizona Long Term Care System (ALTCS) can tell their Support Coordinator if they prefer to have their meetings in-person. Members can choose the meeting type that best fits their needs.

## Scheduling Therapy Services

Most Home and Community Based Service (HCBS) providers of speech, occupational, and physical therapy services operate Monday through Friday between 7:00 a.m. and 6:00 p.m. Members and families are encouraged to be flexible with the times when they can receive services. They should also be flexible in the method in which they receive them (teletherapy, clinic, or home based). Being as flexible as possible can help connect you to an available provider more quickly. Please let your Support Coordinator know your preferences for scheduling therapy services. They will share that information with available providers.

## Get A Flu Shot

Flu is a contagious respiratory illness. It is caused by influenza viruses that infect the nose, throat, and sometimes the lungs. It can cause mild to severe illness, and at times can lead to death. Anyone can get the flu. Serious problems related to flu can happen at any age. Some people are at [high risk of serious flu-related complications](#) if they get it.

Flu symptoms are similar to COVID-19 symptoms. People who have flu often feel some or all of these symptoms:

- Fever or feeling feverish/chills
- Cough
- Sore throat
- Runny or stuffy nose
- Muscle or body aches
- Headaches
- Fatigue (tiredness)
- Vomiting and diarrhea (this is more common in children than adults)



The best way to prevent the flu is to get the flu [vaccine](#). Flu vaccine (or flu shot) has been shown to reduce flu related illnesses and the risk of serious flu complications. You can also do the following to help slow the spread of germs:

- Stay away from people who are sick.
- Cover your coughs and sneezes.
- Wash your hands often.

The flu and COVID-19 are not the same disease. The flu vaccine does not prevent severe illness from COVID-19. Talk to your doctor about getting the flu vaccine. Also talk to them about the COVID-19 vaccine if you have not yet gotten it.

You can also call your DDD Health Plan or the DDD Tribal Health Program for more information about

where to get a flu shot.

- Mercy Care: 1-800-624-3879
- UnitedHealthcare Community Plan: 1-800-348-4058
- DDD Tribal Health Program: 1-844-770-9500 option 7 (TTY/TDD 711)

## Arizona ABLE Accounts

In 2016, the Arizona Legislature passed House Bill 2388 which created the Arizona ABLE Act. On March 5, 2018, the AZ ABLE Account Program was launched. This law allows [eligible individuals with disabilities](#), their family and friends, to contribute at least \$16,000 annually to the account. These savings do not impact their eligibility for benefit programs like Medicaid and Supplemental Security Income (SSI). Earnings spent on [qualified disability expenses](#) are not subject to federal income tax. Visit <https://az-able.com/> for more information or to open an AZ ABLE account.

## Policy Updates

The Division is currently accepting public comments regarding Division policies. They can be found on the Division's [Policy page](#). Members and families can use this form, <https://forms.gle/4MGCsdyKTRPJna3m9>, to submit public comments. Members or families interested in being notified about policy changes can [register online](#) to receive updates.

## Town Hall Meetings

DDD hosts town hall meetings for members, families and providers. You can join via the Internet or by telephone. Attendees can also ask questions. The next town hall will be held on Thursday, November 3, 2022. Visit <http://bit.ly/dddtownhall> for details to join.

## Community Resources

DDD has information for local, state, and national groups that support members and their families. The DDD website has links to many of these groups that can assist with day to day tasks and other services that may not be covered by the Division. [Visit the community resources section of the DDD website to learn more.](#)

## Arizona Warm Lines

Trained peer support specialists are available to provide support if you need it. These warm lines are available to all Arizonans age 18 and over. Peer support specialists have lived experience. They have been through tough times. They are trained to listen and support callers.

Area Covered	Provider	Phone Number	Hours
All Arizona Counties	<a href="#">NAZCARE</a>	1-888-404-5530	4pm to 10pm Monday – Thursday 3pm to 10:30pm Friday – Sunday
Central Arizona	<a href="#">Crisis Response Network</a>	602-347-1100	24 hours
Southern Arizona - Pima County	<a href="#">Hope, Inc</a>	520-770-9909	8am - 10pm

Area Covered	Provider	Phone Number	Hours
Southern Arizona - All Other Counties	<a href="#">Hope, Inc</a>	1-844-733-9912	8am - 10pm

If you are having an emergency or are thinking about hurting yourself, call 911 or the crisis services line in your area.

### Statewide Crisis Hotline

- 1-844-534-4673 (1-844-534-HOPE)

### Suicide and Crisis Hotlines by County

- Maricopa County served by Mercy Care: 1-800-631-1314 or 602-222-9444
- Cochise, Graham, Greenlee, La Paz, Pima, Pinal, Santa Cruz and Yuma Counties served by Arizona Complete Health - Complete Care Plan: 1-866-495-6735
- Apache, Coconino, Gila, Mohave, Navajo and Yavapai Counties served by Health Choice Arizona: 1-877-756-4090
- Gila River and Ak-Chin Indian Communities: 1-800-259-3449
- Salt River Pima Maricopa Indian Community: 1-855-331-6432
- Tohono O’odham Nation: 1-844-423-8759

### Especially for Teens

- Teen Life Line phone or text: 602-248-TEEN (8336)

### National 24-Hour Crisis Hotlines

#### Phone

- National Suicide Prevention Lifeline: 988 or 1-800-273-TALK (8255)
- National Substance Use and Disorder Issues Referral and Treatment Hotline: 1-800-662-HELP (4357)

#### Text

- Text the word “HOME” to 741741

The Family Involvement Center offers a warm line for family members. They offer support to family members that deal with behavioral health challenges. This service is also available at no cost.

- Statewide phone number: 1-877-568-8468
- Hours:
  - Monday - Friday: 8am - 6pm
  - Saturday - Sunday: 8am - 12pm

## Report Fraud, Waste or Abuse

Medicaid fraud, waste and abuse (FWA) are crimes. Report fraud, waste, and abuse right away. You will not get in trouble or lose services if you report any suspected fraud, waste, or abuse.

### You can report FWA to DDD by:

- Calling DDD at 1-877-822-5799
- Sending an email to [dddfwa@azdes.gov](mailto:dddfwa@azdes.gov)
- Sending a letter to DES/DDD, Attn: Corporate Compliance Unit, 1789 W Jefferson St., Mail Drop 2HA1, Phoenix, AZ 85007

- Completing this [online form](#).

### **You can also report FWA to AHCCCS**

- Provider Fraud
  - In Arizona: 602-417-4045
  - Outside Arizona: 1-888-ITS-NOT-OK (1-888-487-6686)
- Report Member Fraud:
  - In Arizona: 602-417-4193
  - Outside Arizona: 1-888-ITS-NOT-OK (1-888-487-6686)
- If you have questions about AHCCCS fraud, abuse of the program, or abuse of a member, email the AHCCCS Office of Inspector General (OIG) at [AHCCCSFraud@azahcccs.gov](mailto:AHCCCSFraud@azahcccs.gov).

### **Stay Up to Date**

All old OIFA newsletters are available to view on DDD's website. Visit the [Member Services](#) page and click on the "Member Newsletters" section.

### **DDD is Here to Help**

Please contact your Support Coordinator or the DDD Customer Service Center at 1-844-770-9500 ext. 1 (TTY/TDD 711) if you have questions.

Call the DDD Customer Service Center at 1-844-770-9500 ext. 1, TTY/TDD 711, to ask for this material in other formats. Language help is available at no cost to you.